

## Enterprise Information Services

<b>Section:</b>	Policy Planning & Support Services
<b>Unit:</b>	Strategic Planning Unit
<b>Position Number:</b>	065-623-1384-008
<b>Classification:</b>	Data Processing Manager II
<b>Date:</b>	August 2016

**Supervision:** Under the general administrative direction of the Policy Planning, Project Management and Acquisitions (PPPMA), Data Processing Manager IV (DPM IV), the Data Processing Manager II (DPM II) has internal management responsibility for planning, organizing, staffing, directing, and controlling resources within the IT Policy, Strategic Planning, Human Resources, and Office Support Section. The incumbent in this position will serve as an administrative manager within Enterprise Information Systems (EIS) and is responsible for financial control of the office, providing staff direction and motivation, and directing projects. The DPM II will also supervise staff and direct SPU activities and tasks. In addition, the DPM II may serve as backup in the DPM IV's temporary absence from the office.

**Knowledge:** This is an expert level position, and the DPM II must have extensive knowledge of data processing concepts, practices, methods and principles, particularly for information technology (IT) project planning and control. In addition, the incumbent must have substantial knowledge regarding strategic planning, defining transformation within an organization, policy development and implementation, human resources, and developing and tracking performance metrics.

The incumbent has an in depth understanding of general business practices, the State legislative and administrative procedures, and the roles and responsibilities of regulatory agencies. The incumbent is an advisor in applying this knowledge to secure resources, expertise and approvals for strategic planning deliverables.

**Guidelines:** The DPM II is responsible for providing a roadmap focused on agency needs and priorities; aligning IT direction to enable higher performance; and leveraging EIS investment for the greatest benefits.

**Complexity:** The breadth of the position includes managing the following functions:

- Development of the IT Strategic Plan, and defining action items for strategic success;
- Analysis of legislation and impact on IT
- Development, maintenance, and implementation of IT policy to ensure compliance with legislation, and policies established by control agencies including Office of the Chief Information Officer Department of General Services, and Department of Finance.
- Ensures IT workforce is in place to support the Department's mission including Workforce and Succession Planning, marketing and outreach establishment, abolishment, reclassification of positions.
- Training program necessary to ensure skilled IT workforce in place to meet business needs
- e-Discovery Act and management of all requests for discovery
- Defining, establishing and tracking performance metrics including Compstat data collection efforts and reporting for IT
- Completion of Information Technology Reports and Activities required by the Office of the Chief Information Officer
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- Project management in support of Strategic Goals, Objectives, and Agency Consolidation Plans
- Defining transformation for the organization and managing organizational change
- Audits and Corrective Action Plans related to IT
- Preparation of various executive level assignments
- Out of State Travel requests
- Coordinates and administers all aspects of employee relations for the division
- Manages Enterprise Administrative Support activities for the Division

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The incumbent is responsible to manage organization staff in complex project analytical and communication processes. Additionally, the incumbent works closely with the Department's major stakeholders to align the strategic plan with the Department's business objectives and establish performance measures which document the progress in meeting those objectives and identifying areas for further improvements.

**Scope and Effect:** The DPM II provides management and consulting where the implementation of advice or plans has a significant impact on the organization's business success. The scope of work affects all CDCR business areas.

**Personal Contact:** The DPM II consults with or advises management, administrative and executive staff on the planning, development, implementation and coordination of the Department's IT Strategic Plan, Blue Commitment Commitments, Compstat, IT-related legislation, and IT Policy. The incumbent is in constant contact with the Office of the Chief Information Officer, representing the Department and/or representing and acting on behalf of the DPM IV. The incumbent frequently communicates with the Office of Legal Affairs, District Attorney's throughout the state, the Inspector General's Office, and attorney in response to requests for data as required under eDiscovery. The incumbent frequently contacts executive staff from the Office of Budget Management and Human Resources as it relates to human resource needs necessary to support the Department's mission. The incumbent communicates effectively orally and in writing at the Control Agency, Department, and Division level. At this level, the incumbent is well organized and communicates effectively, orally and in written form with peers and executive staff in the CDCR as well as with external entities. The incumbent writes status reports and provides oral briefings to EIS and CDCR management.

**Purpose of Contacts:** In the normal course of work, the incumbent is expected to justify, defend, negotiate, and settle matters involving significant or controversial issues, communicating at the Control Agency, Department, and Division level. The incumbent is required to provide status reports to the highest levels of CDCR management.

Specific duties include:

40%	Plans, Organizes, and Directs staff work to support ongoing daily operations
	<ul style="list-style-type: none"><li>• Provides administrative direction to staff.</li><li>• Reviews plans and schedules developed by staff to accomplish goals.</li><li>• Advises and mentors staff regarding assignments, as well as best practices and methodologies.</li><li>• Defines responsibilities, assigns authority and creates staff accountability.</li><li>• Identifies and delegates work to be performed.</li><li>• Recruits, interviews, and hires staff.</li><li>• Prioritizes work within the unit.</li><li>• Creates and maintains a working environment that encourages mutual cooperation.</li><li>• Evaluates staff performance and results. Prepares Reports of Probation (ROP) and Individual Development Plans (IDP) as needed.</li><li>• Leads team meetings and other team activities as required.</li></ul>
25%	Participates in PPPMA Section Management Activities.
	<ul style="list-style-type: none"><li>• Assumes a leadership role in the organization.</li><li>• Sets goals and objectives for functional areas.</li><li>• Develops programs to achieve those objectives.</li><li>• Defines annual budgetary needs, prepares budget estimates, and tracks expenditures.</li><li>• Defines annual staff training needs, prepares training plan, and obtains training for assigned staff.</li><li>• Monitors and controls assignments, initiatives and projects in accordance with established plans/schedules to meet Department and Division missions.</li><li>• Ensures staff time and effort is accurately reported and tracked.</li></ul>

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- Researches, investigates and keeps current on trends in strategic planning best practices.

25%	Human Resources and Labor Relations
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- Assists EIS section chiefs in the development of Memoranda of Understanding/Service Level Agreements relative to IT position reclassification and/or redirection in support of Agency Consolidation, provides HR expertise services for the IT hiring process within field and Headquarters with EIS oversight/ management/ supervision.
- Works with Budget Management Branch regarding position reconciliation and PY authority for EIS.
- Handles the more sensitive and complex Human Resources (HR) issues; provides direction to EIS HR staff in all facets of the hiring process from recruitment to appointment; provides guidance to HR staff in the best approach to handling personnel matters.
- Oversees the more complex and sensitive labor relations and employee disciplinary matters.
- Ensures Training and Development opportunities are available within EIS and advises Section Chiefs on the development of T&D work plans.
- Assists EIS section chiefs in the development of correspondence, special projects and reports.
- Provides guidance and direction, and handles the most complex and/or sensitive issues relative to Employee/labor relations
- Oversees staff in providing general enterprise administrative support for EIS.

10%	Department Liaison with Control Agencies
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- Serves as a department liaison with the Office of the State Chief Information Officer, Department of Finance, and Department of General Services for specific areas of responsibility.
- Provides information and data for legislative hearings.
- Prepares and/or monitors status reports to ensure projects or initiatives are completed according to schedule and within the approved budget.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_